

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Division of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

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|---|---|-------------------------------------|--|--|
| 1. Agency Name Department of Children and Families | | 9. Position No. K0216754 | 10. Budget Program Number 29215 | |
| 2. Employee Name (leave blank if position vacant) | | | 11. Present Class Title (if existing position) Human Services Assistant | |
| 3. Division East Region | | | 12. Proposed Class Title | |
| 4. Section Integrated Service Delivery | For Use By Personnel Office | 13. Allocation | | |
| 5. Unit Independence | | 14. Effective Date | | |
| 6. Location (address where employee works) City Independence County MG | | 15. By | Approved | |
| 7. (circle appropriate time) <input type="checkbox"/> Full time Perm. Inter. <input type="checkbox"/> Part time Temp. % | Office | 16. Audit Date: By: Date: By: | | |
| 8. Regular hours of work: (circle appropriate time) FROM:8:00 AM To: 5:00 PM | | 17. Audit Date: By: Date: By: | | |

Agency
Number

Position
Number

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position.

This position provides program support to a fully integrated service delivery team containing: Vocational Rehabilitation, Economic and Employment Support, Child Support Enforcement, and Children and Family Services.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name

Title

Position Number

Kathleen J Davied

Human Services Supervisor

K0041538

Who evaluates the work of an incumbent in this position?

Name

Title

Position Number

Kathleen J Davied

Human Services Supervisor

K0041538

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee will adhere to strict deadlines in completing much of the work as it is time sensitive in nature. PPS reports must be completed within hours, EES applications must be registered within days and review forms mailed on time, and CSS documents must be handled in a timely manner. Employee will be instructed through some on-line training, manuals of computer systems, and hands-on training by shadowing a seasoned employee. This employee will follow Federal, State and Agency regulations in the performance of their duties. Assignments will come from the Protect and Prevention Services, Economic & Employment Services, Vocational & Rehabilitation Services, and Child Support Services workers, Coaches, and Supervisors in team units, but employee may be asked to assist with other teams= work assignment.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action) ; **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

| No. | % | E or M | |
|-----|------|--------|---|
| 1 | 100% | | <p>Professional Attitude:</p> <p>While performing your responsibilities, defined in your Position Description, as a representative of the Department of Social and Rehabilitation Services, you are expected to:</p> <ul style="list-style-type: none"> * demonstrate an attitude of respect. (i.e.: be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer, or return phone calls within a reasonable period of time (as defined by your supervisor or program policy), process requests for service as quickly as possible, allow the client to direct his or her services, etc.); * demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance, including the individuals and families seeking services from the agency, community partners, state and community leaders, your staff, and your fellow employees and volunteers within the agency. * encourage individuals to identify and fulfill their own responsibilities; * practice personal self discipline and maintain ethical and professional behavior in times of frustration with difficult customers; * provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. If the latter option is used, you will follow through with the referral. <p>Failure to perform your responsibilities in the manner described above, will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee within ISD.</p> |
| 2 | 55% | E | <p>Work requires the application of data base systems, each unique to the processes involved in a variety of social and human service delivery programs. Tasks involved, extend from searching data systems for relevant or matching information, entering and manipulating data, and establishing initial client profile base. Some tasks require incumbent to request or transmit information through face-to-face, telephone, e-mail, or other collateral contacts and are accomplished following pre-determined policies and guidelines. Functions require analysis and interpretation of data, situations, and circumstances; incumbent must determine appropriate and correct processes to be used; and tasks are learned through formal group training, annual and policy documents, and through coaching and training by the program supervisor. (See below for examples of program specific tasks).</p> <p>Program Specific Tasks</p> <p>EES: Supports EES Program: Receives initial applications from EES Workers to register, which involves inquiry on customers in KAECSES/KSCARES systems, saving new customers to create a new case number or using an existing case number. Process includes data entry for programs applied for, names, social security numbers and addresses, pulling old or creating a new case file. Runs and distributes SSR reports as directed. Develops and/or maintains tracking spreadsheets (e.g. EES Worker statistics used for evaluation purposes, employer information, etc.). Prepares redetermination forms and mails appropriate EBT (Electronic Benefit Transfer) customer training which includes instructing and clarifying questions from customers on proper use of EBT cards. Activates VISION cards in the EBT system and assists customers with selecting the PIN needed to access benefits. Vision cards will be issued on a daily basis. Maintains supply of benefit cards (VISION cards) materials, and maintains equipment and records a log of all transactions per state and local policies. Communicates with customers, employers and providers by telephone and in person to disseminate or receive information needed to determine/re-determine eligibility for programs or in response to customer's request for information (e.g. answers general program questions, receives change information and requests appropriate verifications, copies material from the case file for consumer, completes assistance verification forms (HUD, Head Start, etc.) received from other agencies/community partners, copies and mails/faxes</p> |

information to Clearinghouse, etc.). Obtains information needed to investigate/resolve cross match/data match files received (e.g. PARIS report, SSN mismatch, etc.) Assists with Work Program and ISD process (e.g. copying material needed for Orientation/ISM's preparing and mailing and training to CWEP workers, etc.) files materials in case files and agency records according to prescribed format. Maintains files by removing and destroying materials in accordance with agency policy and in compliance with HIPAA regulations. Pulls and mails case files for review or ICT (e.g. QA, ME, TAF Sample, etc.) and is also the contact for the return of the above files. Processes incoming and outgoing EES related mail. Attends unit meetings, taking and distributing notes from those meetings.

PPS: Open events in kids systems for workers, Monitor timely opening of kids, Monitoring case finding due dates, Assist with referral for FC and FP to contractors, Monitor 6607s, Follow up on info requests sent to LEO and medical providers and schools, Filing, Organize cases, Identify and destroy old files per policy, Assist with transportation of custody youth, Monitor custody youth pending TFI pickup, Pick up reports in the community from police, schools, court and medical providers, Organize and create files on new events. Makes, or assists with making, corrections to face sheets (CFS 1000) as needed and assures the information in FACTS matches the corrected version of the face sheet. If changes in FACTS are needed makes, or assists with making, changes in the system. Completes 3465's for youth receiving Independent Living. Receives court orders and routs them according to procedure and maintains required record of disposition of court orders. Retains copies as needed. Monitors intakes received from PRC to assure all intakes are assigned for assessment. Assists with preliminary inquiries as needed. Completes case counts in accordance with unit supervisors instructions.

VR: When VR dedicated support is in need of additional assistance, the following tasks may be requested for counselor/program support: Register and track new customers; accesses client process menu, choosing client application/create new application. Enters data information on screen, searching all information available to determine the appropriate entry when edit doesn't match specifics of screen requirements, and searches for other program involvement. Create narrative sheet noting guardian name and address (if applicable) and if so, obtain their signature on all appropriate forms and correspondence relating to the customer. Make sure authorization to release information forms are in order, if not, obtain same. Obtains various supporting medical information from medical providers to support disability. Tasks are accomplished through correspondence. May be necessary to hand-deliver referrals and service authorizations to providers, pick up reports and other documentation.

Substantial time is spent in direct communication with clients, vendors, providers, or other collateral contacts or interested parties for the purpose of gathering, extracting, and disseminating information to be used in assessing eligibility and establishment and maintenance of program services.

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| 3 | 25% | E | <p>Performs receptionist duties for the office as part of team rotation and is considered to be the first backup for reception. Answers phone and greets customers in a courteous and professional manner. Determines the customer=s needs and refers phone calls/customers to appropriate person to assist them, or, takes necessary information to make appropriate referral for the customer.</p> <p>Maintains Supplies: Monitors supply inventory by periodically and routinely performing on-site inventory of office supplies and orders supplies as directed and by prescribed office policy.</p> <p>Fiscal Management: Functions are performed to ensure the accurate and timely receipting, recording, securing and transfer of monies and other securities in order to ensure that such handling reflects practices of the highest integrity and are carried out through pre-determined and established policies and procedures.</p> |
| 4 | 10% | E | <p>Process Incoming & Outgoing Mail: Opens, date stamps and determines the appropriate routing of all incoming correspondence, forms and other materials. Insures the timely mailing of outgoing mail, to include transporting to the Post Office. Maintains postage machine, and supplies and keeps track of and/or requisitions postage as needed to insure sufficient amount to maintain office operation.</p> <p>(The tasks above are examples of other duties and are not intended to be all inclusive)</p> <p>All above assignments are reviewed randomly by the supervisor and through quality assurance reviews for conformance and accuracy.</p> |
| 5 | 10% | E | <p>Prepares medical cards (custody cases) or requests duplicate medical cards through the MMIS system as required.</p> <p>Incumbent must at all times be cognizant and compliant with all HIPAA (Health Insurance Portability</p> |

Accountability Act) rules and regulations and must keep up to date with changes and new regulations through continuing education offered and/or required by the Agency.

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position.
- ☐ () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - ☐ () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - ☐ () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?

- ☐ () Minimal property damage, minor injury, minor disruption of the flow of work.
- ☐ () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ☐ () Major program failure, major property loss, or serious injury or incapacitation.
- ☐ () Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Contacts are made daily with general public, contractors/providers, clients (customers), co-workers representing supervisors and administrators, and rarely, court officials for the purpose of extracting or imparting information.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Work environment is that of atmosphere of a business office. Heating, cooling, lighting and ventilation are generally good. Incumbent may spend several hours per day using personal computer and other office machinery which may cause eye or muscle strain. Incumbent is generally free to get up from work station.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used.

FAX, personal computer, telephone, copy machine, postage machine Ball used daily, state vehicle – occasionally

PART III - To be completed by the department head or personnel office

27. List in the spaces below the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

High School Diploma or Equivalent

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must have the ability to establish and maintain productive work relationships with clients and other employees; ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computations; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

The work requires light physical exertion. The employee may be required to perform handling activities (stooping, bending, lifting) with lightweight or easily moved items (e.g. books, file folders, boxes of office supplies, small machine parts, etc.); perform moving activities for brief periods; operate light equipment; perform repetitive motions for brief periods. Daily use of a computer may be related to some physical discomfort and eye strain. This position communicates verbally in order to work with external and internal customers, and uses a PC in order to gather and enter data; may be required to operate a motor vehicle to travel to/from required meetings.

Employees are instructed to use standard safety devices available and provided for machinery and equipment, e.g. wrist rests for computer keyboards, seatbelts for automobiles, etc. Employees are cautioned to execute strict key control for agency facilities and lock all doors after normal duty hours. Employees are instructed to maintain confidentiality, environment awareness during field work to avoid or otherwise prevent or minimize unsafe situations and unsafe personal contact.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date